

ADDENDUM THREE TO THE REQUEST FOR PROPOSALS (RFP) FOR NEW FREEDOM: VOLUNTEER DRIVER MILEAGE REIMBURSEMENT PROGRAM

Question # 1: Section 10.2.1 of the Statement of Work states "The County Mobility Manager (CMM) shall identify and provide eligible Program Clients to Contractor." How will this be done? Fax? Secure e-mail? Registered mail?

Answer # 1: The CMM will provide the Contractor with a full listing of eligible client information via secure e-mail on a bi-weekly basis until the Program reaches full capacity. New clients for input into the case management system will be marked on the listing.

Question # 2: Who will notify clients of their eligibility determined by County Mobility Manager (CMM)? Will the Contractor be required to send each new Client a "Welcome Package" that, at minimum, contains a concise notification of the client's mileage and purposes of travel allowances, contractor contact information, details about how to use the program and a first blank mileage reimbursement form with instructions on how to complete the form?

Answer # 2: The CMM will provide the Client with notice of eligibility including: welcome package, initial mileage reimbursement claim forms, a statement of allowances, and a guide to completing and submitting mileage reimbursement forms.

Question # 3. Section 7.9.10 of the RFP is the list of the Business Proposal Required Forms. However, some of these forms are called for in different sections of the proposal. Should be included in Section G as well as in the specific sections in which they are asked for?

Answer #3 Yes. Some forms are required in several sections of the RFP proposal submission, since they will be evaluated and scored accordingly.

Question #4: The requirement under the Minimum Mandatory Qualifications Section 3.0, specifically subsection 3.3.1, states the following:

"Proposer must have a minimum of three (3) years of experience within the past ten (10) years providing mileage reimbursement services to eligible Clients or services equivalent or substantially similar to the services state in Appendix A, State of Work."

What are acceptable parameters for CSS's consideration of "equivalent or substantially similar services?" Is it acceptable to CSS for bidders to propose what we believe are equivalent qualifications as inclusion of this provision allows, or would bids proposing "equivalent or similar" qualification scenarios be deemed unresponsive?

Answer #4: Proposers cannot propose their own services. "Equivalent or substantially similar services" shall include performing activities outlined in the statement of work, such as the maintenance of a client database for the provision of

services, and the administration of mileage or other payment reimbursement programs.

Question #5: Appendix D, Exhibit 21, is the Transitional Job Opportunities Preference Application. If a Proposer will not be applying for this preference, should this form be included in Section G anyway? There is no place on the form to indicate that we are not applying for the preference. Can we enter "Not applicable" or "Not applying for preference" on the Table of Contents?

Answer #5: All proposers must submit this form, those that will not be applying for this preference, shall type "Not Applicable" on the form.

Question #6: Regarding Appendix D (Required Forms), Exhibit 9 (Attestation Of Willingness To Consider GAIN/GROW Participants), our agency has previously hired GAIN/GROW Participants for time limited projects, would this meet your definition of a "proven required," and may we answer "YES" to this question? If not, does a "NO" answer on this question disqualify a contractor candidate from consideration?

Answer #6: Yes, proposers that have hired GAIN/GROW participants in the past, even for time-limited projects, should answer "YES" to question A. Please note that the proposers must still complete questions B and C. Proposers that answer "NO" to all three questions will not be considered for contract award.

Question #7: Regarding Appendix D (Required Forms), Exhibit 2 (Prospective Contractor References), states "list 5 References where the same or similar scope of services were provided in order to meet the Minimum Requirements stated in this Solicitation". If we are using our experience managing mileage reimbursement for our employees, how do we provide references? We do have multiple municipal contracts to provide services to seniors.

Answer #7: Please provide only external references. Please provide contacts from the municipal agencies that your agency provides senior services to.

Question #8: The pricing matrix provided with the RFP shows program costs and mileage reimbursement costs, then totals both amounts and calculates an overall cost-per-mile to the County. Is it the County's intent that the Contractor will be reimbursed at the resulting rate-per-mile for each mile reimbursed through the program? Or is the intent to have the Contractor bid a fixed-fee for the cost of program administration and processing of claims exclusive of the number of miles reimbursed? In other words, if the overall cost in the bid proposal comes out to say \$.70 per mile, would the Contractor be paid that amount for each mile claimed by participants? Or would they be paid for the full cost of their admin and processing regardless of the number of claims received and/or number of miles reimbursed, and then in addition reimbursed dollar for dollar for the amount of mileage reimbursement issued to participants?

- Answer #8:** The contract is a firm-fixed rate contract, with the rate of reimbursement being the amount proposed by the Contractor in the Budget Sheet. The County will reimburse at the rate proposed for every mile that is claimed by Clients.
- Question #9:** Would the County consider front-loading the estimated mileage reimbursement amount each month? As a small non-profit it may create a challenge with cash flow if we are to pay the mileage reimbursement out of our reserves and then have to wait to be reimbursed.
- Answer #9:** The provision of cash advances can only be approved by the Los Angeles County Board of Supervisors. The provision of such an advance can be written into the Board Letter after a Contractor has been selected. Even then, approval of the cash advance is not guaranteed.
- Question #10:** Please clarify the mileage reimbursement rates: Will Volunteer Drivers be reimbursed at 34 cents-per-mile but as a Contractor, our agency will be reimbursed at 69 per-mile? Will these rates fluctuate within the next 12 months? If so, by what calculation?
- Answer #10:** The Contractor will reimburse each Client 34 cents-per-mile to reimburse their Volunteer Drivers. Please note the 69 cents-per-mile figure noted on the slides at the Proposer's Conference was an example and does not denote the amount that will be reimbursed to the Contractor. The rate of reimbursement to the Contractor is dependent upon the costs input by the Contractor on the RFP Budget Sheet. This is a firm-fixed contract and thus the rates will not change.
- Question #11:** We understand that the maximum number of miles reimbursed per client to be 150 miles-per-month. Do you have an anticipated average number of miles-per-month per client?
- Answer #11:** We anticipate the maximum mileage will be used each month and thus the average number of miles-per-month per-client is 150 miles.
- Question #12:** We saw the response on Addendum Two about insurance liability. Please clarify: if we, as a contractor are required to verify that the volunteer drivers have the legal limits for insurance? Will we also need to verify that the driver's license is current?
- Answer #12:** The Volunteer Drivers are chosen and vetted by the Clients. The Contractor and the County maintain a 'beyond arm's length' relationship with the Volunteer Driver and thus the Contractor is not required to verify insurance or licenses.
- Question #13:** Is this a pilot program here in Los Angeles? If it is, can you provide links to previous programs?
- Answer #13:** This is a pilot program for Los Angeles County. However, there are several other jurisdictions within California that run similar

programs. Their links are: <http://ilpconnect.org/>,
<http://mobilitymp.net/mmp/catcharide/ventura-county-catch-a-ride/>,
<http://www.ridethevine.com/mrp>.